

Transcript: Justin

Mills-5384894283825152-6465466817101824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes. This is Beth Quinn. Um, I work at Samsung through MAU and I have insurance through MAU with y'all, um. Mm-hmm. I was wondering, could y'all email me a, the actual Benefits in a Card, the actual card? Um, yeah. I could email it to you and then put in a request for physical ID cards to be mailed out to you. Um, what's the last four of your social? 8829. And for security purposes, could you verify your home address, including city, state and zip code, Beth? It is 7603 Highway 56 South Clinton, South Carolina 29325. And your date of birth? 3/11/'73. And a good telephone number I have is 864-871-0578? Yes. And the email I have is 0420bethquinn@gmail.com? Yes. Okay. Well here, do you mind if I place you in a brief hold while I email the insurance carrier and email you your ID cards? No, that's fine. Okay, I'll be right back for you, okay? Okay. Okay. Have a good one, you guys. Thank you. Have a good one. Bye. Hello, Beth. Are you still there? Yes, I'm still here. Awesome. Thank you so much for holding. So two things. First thing is I'm gonna email you your ID cards so you can mail them in on file. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Um, secondly, I also emailed the insurance carrier as well, put in the request for new physical ID cards to be mailed out to you. So you should receive those within seven to ten business days, okay? Okay. I got another question. Yes. The AP... The APL card, does that cover my medicines too? Uh, yes, ma'am. It should say hospital indemnity on it. It covers medications, hospitals and doctors. Yes, ma'am. Okay. I just wanted to make double sure because that, that... Well, that's one reason why I needed to insert that with my medicine was I have a lot of... I go to the doctor like every six months, so I just wanted to make sure that the APL card that I do have is for medicine too. Correct. Yes, ma'am. It should say hospital indemnity on it, okay? Okay. Oh, and one more question. I got a dental card. Uh, I have vision. Will I get a vision card or will that be everything on that Benefits in a Card? Um, no, I do know you will receive a vision ID card. Um, you became active- Okay. ... as in the 2025 coverage as of last Monday the 6th. So you should be receiving that information over the next few days. Okay. All right. Uh, that's what I needed to know. Awesome. Is there anything else I could help you out with today, Miss Quinn? No, sir. Thank you. I appreciate it very much. You're welcome. You have a great day, okay? You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. This is Beth Quinn. Um, I work at Samsung through MAU and I have insurance through MAU with y'all, um.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I was wondering, could y'all email me a, the actual Benefits in a Card, the actual card?

Speaker speaker_1: Um, yeah. I could email it to you and then put in a request for physical ID cards to be mailed out to you. Um, what's the last four of your social?

Speaker speaker_2: 8829.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code, Beth?

Speaker speaker_2: It is 7603 Highway 56 South Clinton, South Carolina 29325.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 3/11/'73.

Speaker speaker_1: And a good telephone number I have is 864-871-0578?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is 0420bethquinn@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Well here, do you mind if I place you in a brief hold while I email the insurance carrier and email you your ID cards?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Okay, I'll be right back for you, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay.

Speaker speaker_4: Have a good one, you guys. Thank you. Have a good one. Bye.

Speaker speaker_3: Hello, Beth. Are you still there?

Speaker speaker_2: Yes, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for holding. So two things. First thing is I'm gonna email you your ID cards so you can mail them in on file. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com.

However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Um, secondly, I also emailed the insurance carrier as well, put in the request for new physical ID cards to be mailed out to you. So you should receive those within seven to ten business days, okay?

Speaker speaker_2: Okay. I got another question.

Speaker speaker_1: Yes.

Speaker speaker_2: The AP... The APL card, does that cover my medicines too?

Speaker speaker_1: Uh, yes, ma'am. It should say hospital indemnity on it. It covers medications, hospitals and doctors. Yes, ma'am.

Speaker speaker_2: Okay. I just wanted to make double sure because that, that... Well, that's one reason why I needed to insert that with my medicine was I have a lot of... I go to the doctor like every six months, so I just wanted to make sure that the APL card that I do have is for medicine too.

Speaker speaker_1: Correct. Yes, ma'am. It should say hospital indemnity on it, okay?

Speaker speaker_2: Okay. Oh, and one more question. I got a dental card. Uh, I have vision. Will I get a vision card or will that be everything on that Benefits in a Card?

Speaker speaker_1: Um, no, I do know you will receive a vision ID card. Um, you became active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as in the 2025 coverage as of last Monday the 6th. So you should be receiving that information over the next few days.

Speaker speaker_2: Okay. All right. Uh, that's what I needed to know.

Speaker speaker_1: Awesome. Is there anything else I could help you out with today, Miss Quinn?

Speaker speaker_2: No, sir. Thank you. I appreciate it very much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.